WHAT?

UDOT is bringing forward a number critical system updates affecting the Online Permit System's user experience. These updates are focused specifically on the system's utility and encroachment permitting module.

WHEN?

These changes will go live on:

Monday, July 31st, 2017

WHY?

This part of the Online Permit System has not received an update in more than a decade. This update will help the Department efficiently process the more than 4,000 (individually reviewed) permits each year. It also promotes the Department's ability to make better informed business decisions as the State's limited right-of-way resource becomes more crowded year after year. A short list of the additional benefits from this update are as follows:

1. **Improves overall programmatic transparency.**
2. **Aligns data input requirements with true performance metric needs.**
3. **Removes several processing-related inconsistencies.**
4. **Provides significantly more (and better organized) information on the permit form.**
5. **Positions the Department to be more responsive in an emergency situation.**
6. **Allows for better long-term management of the limited right-of-way resource.**
7. **Moves the permitting process more towards a sound permit lifecycle management process.**
8. **Builds in tools to support improved permitting awareness for external program partners (e.g., UDOT's Traffic Operations Center and Motor Carriers Division).**
9. **Increases applicant education and training (e.g., help menu updates and training videos).**

NEW SYSTEM TRAINING VIDEO RESOURCES!

New User Tutorial Video (runtime 7:58)
This video provides a high-level overview of the Online Permit System's basic functionality. This is a good resource for new users.

Utility & Encroachment Permit Module Enhancements Video (runtime 9:47)
This video is a brief walkthrough of the specific enhancements that will go live on 07/31/2017. This video is recommended for everyone involved on the applicant side of the permitting process.

ADDITIONAL HELP:

If you have questions please contact our Region Permitting Operations Pro's available at this link.

www.udot.utah.gov/go/PermitsContact